



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Prairie, Inc.
for quarter ending December 31, 2006

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.99	2.63	2.69	2.77
B. Operator Answer Time - Information [730.510(a)(1)]	3.87	5.54	7.33	5.58
C. Repair Office Answer Time [730.510(b)(1)]	7.00	20.00	13.00	13.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	27.00	42.00	171.00 *	80.00 *
E. Percent of Service Installations [730.540(a)]	100.00%	92.00%	100.00%	97.22%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.90	1.50	0.90	1.10
H. Percent Repeat Trouble Reports [730.545(c)]	11.11%	14.29%	0.00%	9.38%
I. Percent of Installation Trouble Reports [730.545(f)]	7.69%	8.33%	0.00%	5.34%
J. Missed Repair Appointments [730.545(h)]	1	2	1	1
K. Missed Installation Appointments [730.540(d)]	0	1	0	0

Comments



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